



# NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

1931 Jefferson Davis Highway, Crystal Mall 3  
Arlington, Virginia 22240-5291

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For External Release

## Employees Should Customize E/MSS Pins

DFAS recently mailed out personal identification numbers (PINs) to customers paid by the Defense Retiree and Annuitant Pay System, the Marine Corps Total Force System and the Defense Civilian Payroll System. By late summer, customers paid by the Defense Joint Military Pay System will be able to access E/MSS.

Customers are reminded that temporary PINs are only good for 120 days after issuance. Every customer is required to customize your PIN when using E/MSS for the first time. User-friendly menus will guide you through the system and online assistance is available throughout the entire process. Once you've chosen your new PIN, you should write it down and keep it in a safe place. Anyone who has lost their temporary PIN or who has not received a temporary PIN should call the E/MSS hotline at 1-800-390-2348, from 7 a.m. until 7 p.m. EST, Monday through Friday. Since E/MSS was implemented March 1, customers have until July 1 to customize their PIN before the 120 days expire.

E/MSS lets you update pay information by using your personal computer to access the E/MSS system through the Internet's World Wide Web or by using a touch-tone telephone via the Interactive Voice Response System, or IVRS.

E/MSS is easy to use and it is available almost 24 hours a day, seven days a week.

## 2-2-2/E/MSS

E/MSS is a voluntary program that virtually eliminates time-consuming paperwork. It allows Marine Corps (Active and Reserve) members, civilian employees, military retirees and annuitants to update federal tax withholding information, allotments, net pay electronic fund transfers and changes to correspondence and home addresses. Once implemented for the rest of the military services, members will be able to update their federal tax and direct deposit information only. Changes to allotments and home addresses will be included in Phase 2. Future services for all DoD users will include state tax changes, changing savings bond amounts and addresses, W2s and requesting forms and publications. Additionally, customers will be able to review and print their leave and earnings statements through E/MSS.

E/MSS uses a secure protocol that protects data between your PC and the E/MSS server. E/MSS Internet transmissions use a 128-bit encryption and Secure Socket Layer technology. This means your information is highly secure, and only you can access and make changes to your pay account information.

Systems requirements for using E/MSS are the industry-standard browsers Netscape Navigator version 3.0, 4.01 or higher; Microsoft Internet Explorer version 4.0 or higher or Netscape Communicator.

Customer service is available by calling the E/MSS Customer Support Unit at 1-800-390-2348, from 7 a.m. until 7 p.m. EST, Monday through Friday.

Another E/MSS feature is the IVRS. Any customer who does not have Internet access can call toll free at 1-877-DoD-EMSS or (912) 757-3119. For your security, please don't call the IVRS on your cell phone.

E/MSS gives you pay service at your fingertips, but the current pay services are still available at base level financial services offices. For our military retirees who don't have Internet access and prefer not to use the IVRS, DFAS still offers the paper-driven process for submitting pay changes.

Accessing and updating your pay information electronically not only saves you time and money, but it also gives you more control over your pay account and your life.

Access the E/MSS site at <https://emss.dfas.mil> or <http://www.dfas.mil/emss>.

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